

# COMPLAINT DISPOSITION SUMMARY July 21, 2011

	YTD July 2011	YTD July 2010	2010	2009	2008	2007	2006
<b>Complaints Received</b>	29	60	130	129	128	99	82
<b>Complaint Dispositions</b>	74	59	83	123	118	138	97
<b>Disposition Breakdown</b>							
No Action/Dismissed	49	28	34	30	42	37	57
Letter of Counsel*	4	18	19	21	24	12	14
Letter of Warning*	1	4	5	4	6	23	22
Private Reprimand*	13	5	2	23	17	3	23
Public Actions*:							
Reprimand	2	2	4	7	18	1	4
Suspension	1	0	2	39	1	1	5
Revocation	7	2	4	27	32	3	6
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	14	5	5	62	29	8	25
Administrative Fine**	15	8	3	63	31	8	34
<b>Follow-Up Actions</b>							
Non-Compliance Suspensions	0	2	2	0	0	13	13

\* Disciplinary Actions May Involve Multiple Complaints in One Settlement Order

\*\* Included in Private Reprimands and Public Disciplinary Actions